



TOWN OF COLCHESTER JOB DESCRIPTION

Position: Library Associate II: Circulation Services

Reports to: Library Director

Department: Library

Classification: Non-Exempt

Pay Grade: 8

Job Function: Under administrative supervision performs patron service, research, clerical, technical and coordination work for the Burnham Library.

Essential Functions: The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment.

- Provides patron service at the circulation desk, including circulation services, collecting fees and fines, patron registration, and reference and readers' advisory service;
- Assists patrons who use the library computers;
- Trains staff and volunteers in circulation services;
- Processes patron overdues: compiles computer reports, mails notices and contacts patrons by telephone; contacts other libraries for return of library materials and for other Homecard system communication;
- Monitors all circulation records and procedures: oversees the operation of materials check-out, patron registration, and the collection of fees and fines
- Responsible for the integrity of the patron database
- Keep statistics and other records;
- Promotes library use by creating program calendars, submitting publicity to local news sources, updating social media accounts
- Works with Library Director to establish circulation policy and procedure;
- Handles a variety of patron service needs and problems;
- Works a regular schedule that includes evening and weekend hours;
- May be assigned for duty in other library departments

Recommended Minimum Qualifications:

- Associates degree; a Bachelor's degree or library certification is preferred;
- Thorough knowledge of and interest in books and authors, especially those for adult readers
- Solid research skills and experience using information technology
- Excellent customer service skills and ability to work effectively and comfortably with staff and patrons of all ages
- Proficient keyboarding and computer skills, including data entry; internet search; knowledge and experience with Microsoft Office: Word, Excel, Power Point, etc.
- Poise; ability to handle difficult patrons and complaints in person and by telephone
- Ability to train supervise and direct the work of other staff and volunteers;
- Attention to detail with organizational ability in records and statistics
- Knowledge of basic math skills and ability to keep financial records.



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Physical Requirements:

These are physical and mental requirements of the position as typically performed. Inability to meet one or more of these physical or mental requirements will not automatically disqualify a candidate or employee from the position. Upon request for a reasonable accommodation, the organization may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential functions to which it relates, and the proposed accommodation.

<input checked="" type="checkbox"/> Sight	<input checked="" type="checkbox"/> Move distances within/ between facilities/offices	<input checked="" type="checkbox"/> Lift: <u>35</u> lbs.
<input checked="" type="checkbox"/> Color perception		<input checked="" type="checkbox"/> Carry: <u>50</u> lbs.
<input checked="" type="checkbox"/> Hear/Listen	<input checked="" type="checkbox"/> Climb	<input type="checkbox"/> Drive:
<input checked="" type="checkbox"/> Clear Speech	<input type="checkbox"/> Mount/Dismount equipment	<input type="checkbox"/> Local
<input checked="" type="checkbox"/> Use telephone	<input checked="" type="checkbox"/> Push / Pull	<input type="checkbox"/> Over the Road
<input checked="" type="checkbox"/> Touch:	<input checked="" type="checkbox"/> Stand	<input checked="" type="checkbox"/> Reach overhead / grasp objects
<input checked="" type="checkbox"/> Dexterity	<input checked="" type="checkbox"/> Sit	
<input checked="" type="checkbox"/> Hand	<input checked="" type="checkbox"/> Bend/stoop	<input checked="" type="checkbox"/> Type/Keyboard
<input checked="" type="checkbox"/> Fingers		

Mental Reasoning Requirements:

<input checked="" type="checkbox"/> Reading - Simple	<input checked="" type="checkbox"/> Writing – Simple	<input checked="" type="checkbox"/> Judgement/Make Decisions
<input checked="" type="checkbox"/> Reading – Complex	<input checked="" type="checkbox"/> Writing-Complex	<input checked="" type="checkbox"/> Basic Math Skills
<input checked="" type="checkbox"/> Clerical	<input checked="" type="checkbox"/> Analysis/Comprehension	<input checked="" type="checkbox"/> Stress

Work Environment:

<input type="checkbox"/> Shift Work	<input type="checkbox"/> Outside	<input type="checkbox"/> Pressurized Equipment
<input checked="" type="checkbox"/> Work Alone	<input type="checkbox"/> Extreme Heat	<input type="checkbox"/> Moving Objects
<input checked="" type="checkbox"/> Work with Others	<input type="checkbox"/> Extreme Cold	<input type="checkbox"/> Heights
<input checked="" type="checkbox"/> Verbal Contact with Others	<input checked="" type="checkbox"/> Noise	<input type="checkbox"/> Fumes/Odors
<input checked="" type="checkbox"/> Face to Face Contact	<input type="checkbox"/> Mechanical Equipment	<input type="checkbox"/> Hazardous Materials
<input checked="" type="checkbox"/> Inside	<input type="checkbox"/> Electrical Equipment	<input checked="" type="checkbox"/> Dirt / Dust

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel to be classified. Nothing in this job description should be construed as a promise of employment at a particular level or for any particular time frame. This position is an “at will” position. The Town of Colchester reserves the right to determine, in its sole discretion, which functions are performed by which employees and to make changes to functions or responsibilities at any time, without notice to employees of such changes.